

**AGENDA:** January 28, 2003

**4.3**

**CATEGORY:** Consent

**DEPT.:** City Manager

**TITLE:** Resolution in Support of Creating a  
2-1-1 Information and Referral Phone  
Number to Serve Santa Clara County  
Residents and Visitors

**RECOMMENDATION**

Adopt A RESOLUTION TO SUPPORT, IN CONCEPT, THE CREATION OF A 2-1-1 INFORMATION AND REFERRAL PHONE NUMBER TO SERVE SANTA CLARA COUNTY RESIDENTS AND VISITORS, to be read in title only, further reading waived.

**FISCAL IMPACT**

There is no fiscal impact to approving the recommendation. In the future, the City may be requested to provide fiscal support. The resolution incorporates a provision that states conceptual support and does not imply future financial support from the City of Mountain View.

**BACKGROUND AND ANALYSIS**

At the December 10, 2002 City Council meeting, a representative of United Way Silicon Valley, Mary Davey, made a brief presentation regarding the specifics of the 2-1-1 Health and Human Services Information and Referral Telephone System. Ms. Davey provided the Council with an overview of the program and the specific involvement of the City of Mountain View. At that time, the City Council asked that staff prepare a resolution in support of the concept of creating a 2-1-1 information and referral phone number for Santa Clara County.

According to United Way Silicon Valley, 2-1-1 is a three-digit phone number designated by the Federal Communications Commission (FCC) to be used exclusively for providing information and referrals for health and human services. It is designed to eliminate confusion in connecting people with the essential community and public services they need while reducing the nonemergency call load experienced by 9-1-1. The California Department of Justice estimates that 45 percent of all 9-1-1 calls State-wide are nonemergency.

If 2-1-1 is established in Santa Clara County, it is proposed that public and private funders will fund its operation. United Way Silicon Valley may seek financial support from the City of Mountain View once the program is operating at full capacity in 2008; however, the City is under no obligation to make financial contributions. United Way Silicon Valley will be

**AGENDA:** January 28, 2003

**PAGE:** 2

seeking alternative financial resources to provide the funding for 2-1-1 for the time period extending from 2003 until 2008 and, if possible, beyond 2008, eliminating the need for a request for funding from local municipalities. The County and the 15 Santa Clara County cities would be provided support based on population. The City of Mountain View is invited to participate in the design and operations process as United Way Silicon Valley moves toward the implementation of the program. United Way Silicon Valley hopes that 2-1-1 will be operational by January 2004. During the first year, United Way Silicon Valley expects to receive 40,000 calls. By the year 2007, the number of calls could increase to 100,000 annually.

The attached resolution clearly states that this action is conceptual support of the project and is not to be interpreted as a willingness of the City to consider financial support now or in the future.

**PUBLIC NOTICING**—Agenda posting.

Prepared by:

Approved by:

Joanne Pasternack  
Senior Administrative Analyst

Nadine P. Levin  
Assistant City Manager

Kevin C. Duggan  
City Manager

JP/9/CAM  
607-01-28-03M-E^

Attachment: 1. Resolution

CITY OF MOUNTAIN VIEW  
RESOLUTION NO.  
SERIES 2003

A RESOLUTION TO SUPPORT, IN CONCEPT,  
THE CREATION OF A 2-1-1 INFORMATION AND REFERRAL PHONE NUMBER  
TO SERVE SANTA CLARA COUNTY RESIDENTS AND VISITORS

WHEREAS the Federal Communications Commission has designated 2-1-1 as the national phone number for citizens seeking nonemergency information and referral for social and welfare services, health and mental health services, housing and shelter needs 24 a day, 7 days a week; and

WHEREAS, 2-1-1 serves as a critical link between the public and emergency food, shelter and other critical needs following major disasters, such as earthquakes, floods, fire, terrorism or war; and

WHEREAS, 37 centers in 18 U.S. states are already using 2-1-1 successfully and meeting the citizens' information and referral needs, and this number is projected to reach 50 percent of the population by year-end 2005; and

WHEREAS, the California Association of Information and Referral Systems (CAIRS) has petitioned the California Public Utilities Commission (CPUC) to authorize 2-1-1 statewide and to define rules governing a system that is decentralized by county; and

WHEREAS, the citizens of Santa Clara County have organized a year-long effort under the United Way Silicon Valley leadership to plan and implement this program in Santa Clara County by January 1, 2004; and

WHEREAS, the Silicon Valley 2-1-1 Project is seeking the advice, cooperation and support of Santa Clara County and all 15 cities in the County to bring this 2-1-1 project to all County residents;

NOW, THEREFORE, BE IT RESOLVED THAT the City of Mountain View agrees to support this program in concept, offering advice and cooperation to the 2-1-1 Steering Committee and the United Way Silicon Valley in devising a plan to implement 2-1-1, while not implying the ability of the City to support the implementation of this project financially.

-----

JP/2/RESO  
607-01-28-03R-E^